



Department of Medical Assistance Services  
600 East Broad Street, Suite 1300  
Richmond, Virginia 23219

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID MEMO

TO: All Medicaid Long Term Care and Community-Based Care  
Waiver Service Providers

FROM: Patrick W. Finnerty, Director  
Department of Medical Assistance Services (DMAS)

MEMO Special  
DATE 3/28/2005

SUBJECT: Patient Pay Recorded on Paper Claim Submissions for Waiver Services  
– Effective May 1, 2005

The purpose of this memorandum is to notify you of a procedural change for claims submitted to DMAS for waiver services that have a patient pay amount. This change will be effective May 1, 2005, for all claims that are submitted on a paper CMS-1500 Claim Form. This change does not affect electronic claim submissions. This change pertains to the specific waivers listed below.

Claims submitted to DMAS with a patient pay amount on May 1, 2005, and thereafter, must have the patient pay amount recorded in block 29 of the paper CMS-1500 Claim Form. Do not put the patient pay amount in block 24K.

Remember that if the claim form has a patient pay amount on it, there should only be one item line on the claim submission.

## **WAIVERS AFFECTED**

- Elderly or Disabled with Consumer Direction
- Mental Retardation
- Individual and Family Developmental Disabilities Support
- Technology Assisted
- Elderly & Disabled \* (for services rendered prior to February 1, 2005)
- Consumer Directed Personal Attendant Services \* (for services rendered prior to February 1, 2005)

\* These waivers ended on January 31, 2005. All waiver recipients were automatically transferred into the new Elderly or Disabled with Consumer Direction Waiver, which became effective February 1, 2005.

## **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

## **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov) (*please note the new DMAS website address*). Refer to the Provider Column to find Medicaid and SLH Provider Manuals or click on “Medicaid Memos to Providers” to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

## **“HELPLINE”**

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid provider identification number available when you call.